

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Customer Service Representative	Job Family: 5
General Classification: Front-Line	Job Grade: 5

Definition: To assist customers at a public counter by receiving money charged by the City for various fees and services and to make proper initial accounting entries; respond to customer inquiries in a professional manner; and answer telephone requests for utility services.

Distinguishing Characteristics: Receives general supervision from other accounting clerical, technical and supervisory staff.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Accept payments for various fees, permits and billings such as utility bills, licenses and permits.
2. Assist the public by acting as a receptionist while assisting customers in their payments to the City.
3. Maintain records of all transactions.
4. Process petty cash (advances and reimbursements).
5. Operate computer terminal for input and retrieval of information.
6. Summarize daily cash transactions and prepare deposit slips.
7. Process applications and inquiries concerning business licenses.
8. Process utility service orders and answer inquiries concerning utility services.
9. File, type and perform other miscellaneous office tasks.
10. Monitor receipt of rental collections for City-owned properties.
11. Answer complaints concerning utility services and business licenses or refer to appropriate officials.
12. Answer telephone and respond to customer's questions and concerns.

13. Perform related duties as assigned.

Minimum Qualifications:

Knowledge of: Basic bookkeeping procedures; basic English and arithmetic.

Ability to: Learn the City's fee schedules for licenses and permits and utility rate schedules; maintain basic records of receipts and disbursements; count cash and make change accurately and quickly; deal effectively with the public in a professional manner; explain license and permit application procedures and City fees; learn department procedures and policies related to receipt of cash; establish and maintain effective working relationships with those contacted in the course of work; perform general clerical tasks.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: One year of experience working with cash and responding to the public. Equivalent to completion of the 12th grade.

Established January 1994

Revised

CLASS SPECS

CS175-F^